

DHL Express Standard Services and Surcharges 2024

Optional Services

Name	Description	Price Mechanism	Price
Insurance	The provision at individual shipment level, of declared value coverage above Standard Liability, for the amount necessary to repair or replace a shipment /piece in the unlikely event of physical loss or damage.	Per shipment	11 EUR or 1% of shipment value if higher
Extended Liability Insurance	At Shipper's request, the provision of fixed value compensation for Document shipments. In the event of physical loss or damage for which DHL would otherwise be liable to compensate under the standard terms and conditions, a fixed compensation value of €500 is payable.	Per shipment	5 EUR
Saturday Delivery	The delivery of a shipment/piece on a Saturday, to selected postal/zip code areas that have the capability, in countries where Saturday is not a normal working day.	Per shipment	40 EUR
Dedicated Pickup and Delivery	If your business needs a dedicated vehicle to collect or deliver unusual shipments, or a pickup or delivery outside business hours, we can arrange this.	Per shipment	Price on application
Duties & Taxes Paid	At Customer's request, DHL clears the shipment at destination and arranges for the applicable import duties, taxes and regulatory charges to be invoiced to a specified DHL account at origin or third country, rather than the receiver of the shipment being billed at destination. The duty tax payer will be invoiced an extra charge based on a flat rate or a percentage of the fiscal charges that were paid if higher.	Per shipment	2% of fiscal charges with minimum of 18.00 EUR
Neutral Delivery	An optional delivery service, allowing the shipper or importer to maintain confidentiality over the declared value of the goods. The delivery facility ensures any shipment documentation that might reveal the value of the goods is removed prior to delivery.	Per shipment	5 EUR
Change of Billing	Applies when a customer requests a change of defined billing information on an already issued invoice, and which will result in a reissuing of the invoice and, in case of an account change, crediting of the old account and debiting of the new.	Per Invoice	12 EUR
Printed Invoice	DHL standard invoicing is via eBilling. If a customer requires a hardcopy invoice to be sent via post, there will be an admin charge per invoice for this service.	Per Invoice	5 EUR
Packaging	Payable items within the standard DHL Express packaging range such as branded boxes, wine boxes etc.	Per item	Depending on item
Industry Packaging	Specialist items within the global DHL Express packaging range such as laptop and smartphone boxes, tyre boxes, and all thermo packaging.	Per item	Depending on item
Delivery Signature	The return of a Hard Copy delivery note with the Receiver's signature and /or company stamp, as proof of delivery for the shipment /pieces at destination.	Per shipment	5 EUR
Direct Signature	If you are sending sensitive documents or high value contents you can request DHL to obtain a direct signature from the consignee or a representative at the delivery address. DHL will ensure your shipment is not re-directed, or delivered at an alternative address.	Per shipment	5 EUR
Residential Address	Additional service for customers who use MyDHL+ shipping system. A customer shipping to a home or private residence can choose to activate specific delivery options by designating the delivery address as Residential. For shipments designated as Residential Address, DHL Express will proactively notify the receiver via email or SMS about the shipment's progress. Receivers can then select the delivery option that best suits their requirements via the On Demand Delivery website.	Per shipment	5 EUR
Verbal Notification	Customer Service will contact you by phone and provide verbal updates on agreed key transport events or incidents with a potential impact on transit time.	Per shipment	5 EUR
Shipment Preparation	A convenient, fast and reliable service for seasonal or irregular shipments that require extra resources for their preparation. DHL manages the entire process of waybill preparation, content selection, labelling and packaging, then sends the shipments to the designated domestic or international addresses.	Per shipment	Price on application
Adult Signature	At Customer's request, DHL will obtain a delivery signature from an adult at the stipulated delivery address. If, for local legislative reasons, proof of the receiver's age needs to be verified, DHL may need to request presentation of a valid government-issued personal identification document.	Per shipment	5 EUR

GoGreen

Name	Description	Price Mechanism	Price
GOGREEN PLUS	When selected, DHL will reduce (inset) CO2 emissions from air transport through the purchase of Sustainable Aviation Fuel (SAF). Sustainable Aviation Fuel can reduce lifecycle carbon emissions by up to 80% compared to traditional jet fuel. GoGreen Plus - Carbon Reduced service, supports Scope 3 emission reductions in alignment with the Science Based Target initiative. The process is audited annually by SGS (Société Générale de Surveillance) to ensure compliance to regulations and standards. Alternative reduction levels and CO2ewtw emission reports are available on contractual basis only. Please contact your Sales Representative for further information.	Per shipment	Destination dependent with a minimum charge of 0.18 EUR per kg

Surcharges

Name	Description	Price Mechanism	Price in EUR
Fuel Surcharge	A variable percentage surcharge, derived from a publically available jet fuel index or diesel fuel index, which is applied to the transportation weight charge. Fuel Surcharge is also applied to transport related Service Premiums (Express 9, 10:30 and 12) and also transportation related Surcharges and Optional Services (such as: Remote Area Service, Remote Area Delivery, Remote Area Pickup, Residential Address, Dedicated Pickup, Dedicated Delivery, Elevated Risk, Emergency Situation, Demand Surcharge, Over Weight Piece, Over Sized Piece, Non Stackable Pallet, Non Standard Pickup, Saturday Pickup, Saturday Delivery). The charge is calibrated every month based on the fuel price level that was current two months prior. For more information go to https://mydhl.express.dhl/ie/en/ship/surcharges.html#/fuel_surcharge .	Index linked variable percentage on shipment weight charge and applicable surcharges.	Variable % per index
Demand Surcharge	One or more Demand Surcharges will apply to shipments during a period of high demand. A period of high demand is to be determined by DHL at its own discretion but may include a time of high demand for shipping services or a period with high operational cost. Details regarding the application of Demand Surcharges are set forth at http://mydhl.express.dhl/ and will be subject to change upon prior notice. Demand Surcharges apply cumulatively if a shipment and/or individual pieces meet more than one of the specified criteria. Demand Surcharges apply in addition to the rates and any other applicable charges.	Per shipment	Variable
Remote Area Service	A remote area is defined by a post code (or suburb /town name in the absence of post code) that is determined as difficult to serve or too distant, inaccessible or of low shipment density. Providing a delivery or pick-up of international shipments to such post codes requires a significant effort from DHL and presents considerable value to the Payer.	Per shipment	21 EUR minimum and 0.50 EUR per kilo if higher
Data Entry	A surcharge applies if the shipping label is not correctly completed or has not been produced electronically according to DHL standards and therefore requires manual data entry by DHL.	Per shipment	10 EUR
Address Correction	This fixed surcharge is applied to any shipment that has an incorrect delivery address at the time of pickup and the delivery cannot be fulfilled after making efforts at the destination to determine the correct address. Applies to domestic and international shipments.	Per shipment	11 EUR
Non Stackable Pallet	The surcharge applies when any pallet piece in a shipment is deemed non-stackable due to its packaging, content or shape or is clearly marked with DO NOT STACK instructions. This surcharge applies to domestic and international shipments.	Per piece	275 EUR
Over Size Piece	A fixed surcharge applies to every piece, including a pallet with a single dimension in excess of 120cm. The Oversize Piece surcharge applies to domestic and international shipments.	Per piece	50 EUR
Overweight Piece	A fixed surcharge applies to every piece, including a pallet that exceeds the scale or volumetric weight of 70kg. The Overweight Piece surcharge applies to domestic and international shipments.	Per piece	95 EUR
Elevated Risk	Additional surcharges apply when shipping to or importing from a destination country, DHL is operating at elevated risk due to continuous state of war, civil unrest, or continuous threats from terrorism. Countries affected (subject to change): Afghanistan, Burkina Faso, Iraq, Israel, Lebanon, Libya, Mali, Niger, Sudan, Somalia, Syria, Ukraine and Yemen.	Per shipment	30 EUR
Restricted Destination	Restricted Destination surcharges apply when shipping to or importing from a destination country that is subject to specific trade restrictions imposed by the UN Security Council or by national legislation such as the European Union or the US Office of Foreign Assets Control (OFAC). Countries affected (subject to change): Central African Republic, Democratic Republic of the Congo, Iran, Iraq, North Korea, Libya, Somalia, Syria and Yemen Countries subject to national legislation (subject to change): Afghanistan, Belarus, Lebanon, Myanmar, Russia, Zimbabwe.	Per shipment	30 EUR

Dangerous Goods

Name	Description	Price Mechanism	Price in EUR
Category B Biological Materials (UN3373)	Air transport and handling of shipments containing category B biological material (UN3373), prepared for transport according to IATA DGR regulations (packaging and labelling).		Only for DHL MEDICAL EXPRESS
Full Dangerous Goods	The handling and transportation of substances and commodities classified as Dangerous Goods either on the DHL air network or on Commercial airlines in accordance to IATA Dangerous Goods regulations. Can exceed Excepted Quantities but are still transported by air, e.g. DG class 2, 4, 5, 6, 8 and 9 commodities, according to IATA regulations. Limited to a max 30kg piece weight and single piece shipments.	Per shipment	100 EUR
Consumer Goods ID8000	Shipments containing consumer goods such as perfumes, aftershaves, aerosols, nail varnish and prescription medicines as covered by the IATA ID8000 section and packed in a form intended for retail sale and shipped to private individuals.	Per shipment	25 EUR
Dangerous Goods Excepted Quantities	The handling and transportation of substances and commodities classified as Excepted Quantities in accordance with the IATA Dangerous Goods Regulations (DGR) and permitted on passenger aircrafts, or in accordance with ADR for road only transport.	Per shipment	10 EUR
Dry Ice (UN1845)	The handling and transportation of Dry Ice (UN1845) used as a freezing agent for goods that are sent on either the DHL air or road network or on commercial airlines.	Per shipment	12 EUR
Dangerous Goods Limited Quantities	The ground handling and transportation of shipments containing substances and commodities that are in Limited Quantities in compliance with ADR regulations and which are restricted from air transportation. Such dangerous goods are accepted from approved shippers only and restricted to no more than 30 kg per piece. Only possible with ground transport mode.	Per shipment	25 EUR
Lithium Batteries, Section II	A surcharge may apply per shipment when the handling and transportation of shipments involves Lithium Ion or Lithium Metal batteries compliant with the appropriate IATA Packing Instructions 965 to 970, Section II. DHL Express will not accept any shipment containing lithium batteries Section II PI 968 or equipment that is known or suspected to contain defective or damaged batteries. Accepted from approved shippers only.		
	Lithium Ion, Section II PI966 and Lithium Metal, Section II PI969	Per shipment	5 EUR
	Lithium Ion, Section II PI967 and Lithium Metal, Section II PI970	Per shipment	Free of charge
	Section I, Section IA, Section IB	Per shipment	100 EUR

Customs Services

Name	Description	Price Mechanism	Price in EUR
Duty Tax Processing	DHL will accelerate the customs clearance process making prompt payment of duty, taxes and regulatory charges relating to a shipment, while the receiver defers payment until an agreed date.	Per shipment	2.5% of fiscal charges with a minimum of €14.50
Broker Notification	At Importer's request, DHL will provide the necessary paperwork to the customer's designated broker to perform the import clearance and resume the delivery to the final destination once the clearance is completed. DHL is subsequently not responsible for the timeliness of the submission to customs or for the release of the shipment.	Per shipment	20 EUR
Non-Routine Entry	Applied in selected countries when importing goods with an aggregated declaration value or weight exceeding the limites set by destination Customs Authorities, or due to other regulatory requirements are excluded from routine clearance on a consolidated manifest and thus require clearance under an individual entry form.	Per shipment	45 EUR
Release to Broker	At Importer's request, the release of the DHL Express shipment to the customers designated customs broker of choice. DHL will not only transfer the necessary customs documentation but also move the inbound shipment from the point of arrival to the brokers location. The broker performs the last mile delivery.	Per shipment	45 EUR
Clearance Authorisation	The contacting by DHL of the designated Importers who have specifically requested contact prior to customs clearance of the shipment /piece is initiated by DHL. Charges to be applied against any import where DHL is required to contact an importer where there is no indication on the shipment paperwork or in standing regulatory requirements to do so.	Per shipment	10 EUR
Clearance Processing	Applies in selected countries where additional cost is incurred for importing shipments in alignment with government agency requirements.	Per shipment	10 EUR
Multiline Entry	The clearance of a shipment /piece with multiple commodities or multiple origins for the same commodity. Fees apply when a shipment has more than 5 lines for entry, regardless of whether or not the entry is a consolidated formal entry containing multiple hawbs for the same importer.	Per Additional Line	5 EUR
Export Declaration	Applies in countries where an export declaration is required for shipments containing controlled commodities or exceeding a certain value threshold or weight. Depending on origin country, shippers that submit a declaration online may avoid the local charge.	Per shipment	10 EUR
Bonded Storage	Storage charges apply when the shipment cannot be released by customs due to inaccurate or missing paperwork. Charges take effect three calendar days after the freight arrival date or broker notification, whichever is later. The charge applies to the duty and taxes payer.	Per shipment	11.00 EUR per shipment and 0.22 EUR per kg (both per day)
Post Clearance Modification	The modification by DHL of value, commodity, country of manufacture, or terms of trade information after the import clearance process for a shipment /piece, to correct or elaborate on what was submitted previously to Customs. Modifications are also necessary when Import details such as the VAT number are incorrect on the declaration. Fees apply only when the original error was not made by DHL.	Per shipment	50 EUR
Single Clearance	DHL will apply a charge if the Importer requests a formal entry when the shipment actually qualifies for an informal or de minimis entry on the consolidated manifest. This charge also applies to clearance of shipments containing personal effects.	Per shipment	20 EUR
Temporary Import Export	At Customer's request, the preparation by DHL of the temporary import /export of goods. This is possible in two forms: 1. With an ATA Carnet. DHL charge for the handling of the carnet and goods inspection. Photographic proof, written details or original receipts are required to identify the imported goods. 2. A normal temporary import. DHL charge for the guarantee that simplifies the Customs procedure. Photographic proof, written details or original receipts are required to identify the imported goods.	Per shipment	45 EUR
Preferential Origin	At Shipper's request, DHL can assist with the preparation or provision of a Certificate of Origin or other similar forms, to certify the goods in a particular export shipment have been produced, manufactured or processed in a particular country allowing preferential rates of duty to be claimed at destination. Common examples are EUR1, Form A, or ATR1.	Per shipment	20 EUR
Other Government Agency	At Importer's request the arrangement and preparation of any related paperwork by DHL of any bio, health, phytosanitary, veterinary, quarantine, CITES or similar control procedures required by any authority, to facilitate clearance of a shipment.	Per shipment	45 EUR
Permits & Licenses	To accelerate import of selected controlled commodities, such as medical devices, pharmaceuticals, computer monitors, laser CD players, cosmetics, eyeglasses, food and food products, DHL is required to file specific information in order to obtain the required import permits or licenses.	Per shipment	45 EUR
Bonded Transit	At Importer's request, the transit of a shipment under customs bond.	Per shipment	45 EUR
Brokerage Services	At Customer's request, DHL provides a Customs Broker Service to customs clear a shipment that did not travel on the DHL Express Network.	Per shipment	Variable
Physical Intervention	A surcharge applies for shipments being intercepted for physical examination by Customs Authorities. Arrangements for inspections may also include full or partial unloading of a vehicle; the specific marking of prototypes, mutilation of samples or the examination of shipment content.	Per shipment	20 EUR